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EXAMINER

UBILES, MARIE C

ART UNIT	PAPER NUMBER
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2642

DATE MAILED: 09/10/2004

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Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/960,474

Applicant(s)

CHAKERA, ABBAS

Examiner

Marie C. Ubiles

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 21 June 2004.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1,3-9 and 12-20 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1,3-9 and 12-20 is/are rejected.
- 7) ☒ Claim(s) 1 and 9 is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____.
- 4) ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date _____.
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: _____.

DETAILED ACTION

Response to Amendment

1. Applicant's amendment filed on June 21, 2004 has been entered. Claims 1, 3, 9 and 17 have been amended. Claims 2 and 10-11 have been cancelled. Claim 20 has been added. Claims 1, 3-9 and 12-20 are still pending in this application, with claims 1, 9 and 17 being independent.

Claim Objections

2. Claims 1 and 9 are objected to because of the following informalities: "as the first server"" in lines 8 and 10, respectively. Appropriate correction is required.

Claim Rejections - 35 USC § 103

3. The text of those sections of Title 35, U.S. Code not included in this action can be found in a prior Office action.

Claims 1, 3-5, 7-9, 12 and 14-19 are rejected under 35 U.S.C. 103(a) as being unpatentable over Miloslavsky (US 6,229,888) in view of Kelly, Jr. et al. (US 5,335,268).

As for claim 1, Miloslavsky discloses a telecommunications system (See Fig. 2, *global call center architecture* 160) comprising a first type telecommunications switch (See Fig. 2, element 168); a first server (or *CTI Server*) (See Fig. 2, *CTI server* 170) coupled to said telecommunications switch (See Fig. 2, element 172); a second type of telecommunications switch (See Fig. 2, element 182), to receive a call transferred from

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the first type of telecommunications switch (See Col. 8, lines 32-33); a second server (or *CTI Server*) (See Fig. 2, *CTI Server* 184) coupled to said second type of telecommunications switch (See Fig. 2, element 186); and a data network link (See Fig. 2, *Routing Server* 192 and *Stat Server* 190) coupled between said first server and said second server.

As for claim 9, Miloslavsky discloses a method of receiving call-associated data of a telephone call by a first type of telephone switch (See Fig. 4A, step 262-264 Detailed Description of the Invention, Col. 7, lines 35-38), said method comprising, transferring the telephone call to a second type of telephone switch (See Fig. 4B, step 290); requesting the call-associated data from a first server (*CTI server* 170) (See Fig. 4A, steps 264-268) coupled to said first type of telephone switch (See Fig. 2, element 168); and receiving the call-associated data at a second server (*CTI Server* 184) (See Fig. 4A, steps 270-282) coupled to said second type of telephone switch (See Fig. 2, element 182 and 186).

As for claim 17, Miloslavsky discloses a method of operating telecommunications system (See Fig. 2, *global call center architecture* 160) (See Field of the Invention, Col. 1, lines 12-14) comprising, receiving a telephone call a first type of telephone switch (See Fig. 4A, step 262); retrieving call-associated data about the telephone call at a first server (See Detailed Description of the Invention, Col. 7, lines 38-46) coupled to first type of telephone switch (See Fig. 2, element 168); transferring the telephone call to a second type of telephone switch (See Figure 4B, step 290); determining a source of the telephone call at a second server (*CTI server* 184) (See Fig. 4A, step 282 and Fig. 4B,

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step 292) coupled to said second type of telephone switch (See Fig. 2, elements 182 and 186).; and requesting the call associated data from first server (*CTI server 170*) (See Fig. 4A, steps 264-268).

It can be seen that Miloslavsky lacks the limitations specifying "the first server to retrieve call-associated data comprising details of a customer account", "said second server to determine a source of the transferred call as the first server by an area code prefix", "the second server to request the call associated data from the first server", "retrieving call-associated data based on automatic number identification (ANI) of the telephone call by a first server connected to the first server type of telephone switch", and "[a second type of telephone switch] having a second server connected thereto".

Kelly, Jr. et al. teaches a system and method in which call routing among call centers (or ACDs) is based, among many factors, based on geographical location (e.g. area code) of the calling party (See Col. 3, lines 3-35 and 49-60, Col. 5, lines 48-60). While not directly taught by Kelly, Jr. et al., it is well-known in the art, the transferring -to a call center (or ACD/CTI) - of a telephone number of a calling line (See Miloslavsky, Col. 1, lines 32-37).

It would have been obvious to one of ordinary skill in the art at the time the invention to modify Miloslavsky's system by adding the step of routing the calls based on geographic location (e.g. area code) of a calling party and thus in this manner allow the call center to access a database server to access information and obtain information about the caller.

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Further, as taught by Miloslavsky the customer related information is sent from the first call center to the second call center (See Col. 8, lines 22-31). The "second server" requesting "call associated data from the first server" may be read on steps Fig. 4A, Step 282 through Fig. 4B Steps 286-290 performed by Miloslavsky; in this case the routing server is used by an intermediary for the request. Also, Miloslavsky teaches the retrieval of customer account information (e.g. previous ordering information) from a routing server (See Col. 2, lines 42-46).

Claims 3, 12, 18 and 20 are rejected for the same reasons as claims 1, 9 and 17.

As for claim 4, Miloslavsky discloses the system as claimed, wherein said telephone call is received by first type telecommunications switch via a Public Switch Telephone Network (See Detailed Description of the Invention, Col. 4, lines 57-61).

As for claims 5 and 11, Miloslavsky discloses the system and method as claimed, wherein said first server comprises a database (as read on "*CTI server*", a computer integrated telephony server has a database for the retrieval of ANI and DNIS), and said call-associated data is retrieved based on an automatic number identification of said telephone call (See Detailed Description of the Preferred Embodiments, Col. 7, lines 41-47 and 54-59); wherein retrieving the call-associated data from a database (See Fig. 2, element 194) coupled to said first server (See Detailed Description of the Preferred Embodiments, Col. 7, lines 57-59).

Claim 16 is rejected for the same reason as claims 5 and 11.

As for claims 7 and 14, Miloslavsky discloses the system and method as claimed, wherein said first type of telecommunication switch and said second type of telecommunication switch are different types of private branch exchanges (or *ACD – automatic call distributors*) (See Summary of the Invention, Col. 2, lines 12-16).

As for claims 8 and 15, Miloslavsky discloses the system and method as claimed, wherein said first server is coupled to said first type telecommunication switch (or *ACD*) via computer telephony integration (See Summary of the Invention, Col. 2, lines 16-22).

Claim 19 is rejected, as it is inherent that a CTI server (*CTI Server 184*, in this case) can store call-associated data in a temporary manner.

4. Claims 6 and 13 are rejected under 35 U.S.C. 103(a) as being unpatentable over Miloslavsky (US 6,229,888) in view of Kelly, Jr. et al. (US 5,335,268), as applied to claims 1, 3-5, 7-12 and 14-19, and further in view of Brady (Virtual Help Desks Enhance Call Center Service – October 1998).

The combination of Miloslavsky and Kelly, Jr. et al. teaches the method and system as claimed except for the data network link being a TCP/IP link.

Brady teaches "TCP/IP, in conjunction with your communications infrastructure, can deliver voice and data to agents, regardless of their location. This protocol enables each user to send or receive information from any other user with the same communication protocol. The network simply carries information from one desktop - or

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endpoint - to another. Computer-telephony integration (CTI) solutions that use the TCP/IP protocol gain the same openness, scalability, and interaction capabilities found on the Internet."

It would have been obvious to one of ordinary skill in the art at the time the invention was made to modify Milovslavsky's claimed invention by providing a TCP/IP link between the two servers, thus in this manner allowing the transfer of voice and data of a customer or caller between two agents working in call centers that are geographically separated.

Response to Arguments

5. Applicant's arguments with respect to claims 1,3-9 and 12-20 have been considered but are moot in view of the new ground(s) of rejection.

Conclusion

THIS ACTION IS MADE FINAL. Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire **THREE MONTHS** from the mailing date of this action. In the event a first reply is filed within **TWO MONTHS** of the mailing date of this final action and the advisory action is not mailed until after the end of the **THREE-MONTH** shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any

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extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Marie C. Ubiles whose telephone number is (703) 305-0684. The examiner can normally be reached on 8am-5pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar can be reached on (703) 305-4731. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Marie C. Ubiles
August 25, 2004.


WILLIAM J. DEANE, JR.
PRIMARY EXAMINER